



# **Department of Property & Procurement**

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June 2, 2016

**AMENDMENT #1 RFP-016-2016(P)**

**Upgrade, Maintenance and Support of the Child Support Territorial  
Automated Reporting System (CSTARS) in the Territory**

**INSERT: Questions and Answer(s)**

**ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED**

**BIDDERS MUST ACKNOWLEDGE RECEIPT OF THIS  
AMENDMENT WITH THEIR BID PROPOSAL**

## Questions & Answers

1. What is the active caseload? **7,205**
2. Section 3.2 of the Statement of Work states that CSTARS system has connections to 67 PC's. Can you confirm if this system is used by approximately 67 users? **Yes. That number has decreased to around 50 users.**
3. How many Developers, Subject Matter Experts (SME) and Technical resources are currently in maintenance and operations (M&O) activities for CSTARS? **3 developers who are subject matter experts and technical resources to the CSTARS application.**
4. Of the total number of resources, provide how many work onsite vs. offsite? **All contracted resources work offsite.**  
Is a mix of onsite and offsite support personnel acceptable to the Territory in this procurement?  
**Yes.**
5. Do any current developers/programmers work remotely on the project, instead of being onsite in State facilities? **Yes, All.** If so, how do they connect into the development and test (non-production) environment? **The development environment was hosted by the vendor and is to be moved and hosted by the territory.**
6. How many state developers work as programmers or engineers on this project, on a full-time basis, if any? **None. The agency does not have this resource in house.**
7. How many state functional experts in the Child Support Enforcement domain are assigned to this project, on a full-time basis, if any? **4**
8. Does the current M&O contractor also provide Subject Matter Experts (SMEs) who helped to guide the work of the programmers? If so, how many such staffs are currently working on the project? **No. The state does not have any programmers as part of state staff. None.**
9. Is there a transition plan to perform a knowledge transfer from the current M&O contractor to the new vendor? **Yes.** If so, how much time has been allocated to execute the plan? **30 days**
10. Would the Territory consider proposals for a full system implementation and deployment of core child support functions across the seven major categories (Case Initiation, Location, Establishment, Case Management, Enforcement, Financial Management and Reporting) instead of an incremental modernization approach? **Yes**



11. Does the Territory have an approved APDU to a full system implementation of a transfer system? **No**

12. What are the platforms that BIT (Bureau of Information Technology) currently supports? **None.**

13. Does the Territory have a preferred technology (e.g.: Java, Microsoft.Net), platforms (e.g.: AIX, Windows), toolsets as a standard to build future enterprise systems? If so, please provide details. **The territory current child support system currently uses AIX and Windows operating systems. As for technology none.**

14. In addition to the network diagram in Appendix C, does the Territory have any documentation available on the existing enterprise architecture? If so, please provide. **No.**

15. Does the current system CSTARS have any real time interfaces such as using Messaging Queue (MQ), Web Services or any other mechanisms for data exchanges with external systems? If so, please provide information.

**The system has interfaces for the transmission of TANF, FCR and CSENet data via scripts that process incoming and generate outgoing reports. These reports are exchange with federal and local agencies through a manual process.**

16. In addition to the interfaces listed in section 3.2 of the Statement of work, can you provide a consolidated list with details (i.e. frequency, exchange mechanism, security protocol) of all existing data exchanges used in the current system?

**TANF – files exchanged M-F; TANF Gatekeeper interface; FTP over IPSec VPN**

**FCR – files exchange M-F; Cyberfusion connection; FTP over IPSec VPN**

**CSENet – files exchange M-F; Cyberfusion connection; FTP over IPSec VPN**

17. Section 3.2.2 of the SOW states that “*a pre-production environment has to be configured at CCSD’s data center using PCSD’s hardware and software*”. Can a list be provided of all existing operating system, system software components, databases and platforms including version number that are in scope for this RFP? **See RFP-016-2016(P) Hardware Software Specs**



Hardware Software  
Specs - April 2016.doc

18. According to *Appendix A -- Mandatory Criteria Compliance Checklist* the vendor “*must propose a solution using JAVA or similar technology that is platform independent*”. - Is this requirement valid only for Mailroom processing or for the entire solution? **Entire solution**



19. Will there be a need to convert historical data? **No**
20. Our understanding of task orders (as stated in Section 3.3.5) is that a new or an amended task order is required for enhancements / modifications that fall outside the scope of the original RFP response. The RFP response will include all the work necessary for an incremental upgrade (modernization) of the CSTARS system. The incremental upgrade will include core child support functions:
- I. Case Initiation
  - II. Locate
  - III. Establishment
  - IV. Financials
  - V. Case Management
  - VI. Enforcement
  - VII. Reporting

Please confirm if our understanding is correct. **Correct**

21. Section 3.3.3 of the Statement of Work states that PCSD's tool of choice is MS project to manage project planning. Does the Territory use other software tools for Risk Management and Application Lifecycle Management? If so, please provide details. **No.**
22. Does the Territory expect the vendor to provide help desk, IT desktop support for child support users? **No**
23. Would the Territory consider an extension of 30 days for responding to this RFP? **No.** Or extending by a few weeks to allow vendors to respond with a comprehensive proposal. **No.**
24. Would the Territory consider a Bidder Conference so that interested vendors can interact with the Territory on this important RFP and ask questions that arise as a follow up to answers to previous questions? **No**
25. Will the software licenses be reusable / transferrable from the current M&O contractor to the new vendor? **No.**
26. Can we obtain the user's workstation configuration details? **Yes**
27. What programming languages by name and versions are used to build and maintain CSTARS? Normally, we find that multiple languages are used in an application of this



type, please identify the main ones and provide a list. **Natural 6.1.1 and Visual Basic for forms generation**

28. What are the specific license quantities (including named/concurrent user licensing and/or core licensing details), and versions in use, for Adabas, Natural, Natural Security, Entire Net-Work and Predict? **AIX – 43 for each application**  
**Windows – 67 for each app. except Entire Net-work**  
**AIX – 1 for Event Replicator for Adabas Open**  
**AIX – 2 for Adabas SQL Gateway**
29. Are the Software AG product versions the same between the Production, UAT and Development/Maintenance environments? If not, please detail differences. **Yes**
30. Who holds the Software AG product licenses for each of the Production, UAT and development/maintenance environments? **PROD/UAT – territory; DEV - vendor**
31. How many FNAT, FUSER, FNAT and FDIC files are in use in each environment (Production, UAT, and Development/Maintenance)?  
**PROD (FUSER) - 3,296 NGP files in the GP folder**  
**3,334 NSP files in the SRC folder**  
**UAT (FUSER) – 3,333 NGP files in the GP folder**  
**3,372 NSP files in the SRC folder**  
**DEV (FUSER) – 3,213 NGP files in the GP folder**  
**3,254 NSP files in the SRC folder**
32. How do users (including developers, support staff and end users) access the Natural environment and applications (e.g.: telnet, Natural for Windows, etc.)? **Natural for Windows 6.1.1**
33. If Natural for Windows is in use, is it accessed via terminal server or similar functionality, or via local install on the user's PC? **Local install on user PC**
34. How are test data maintained in UAT and Development/Maintenance environments? (e.g.: copied from production and PII obfuscated, test beds formally defined and recreated as needed, etc.). **The DEV and UAT environments backups are copied from production and test case created for testing purposes. Data can be obfuscated in the TRNG library only.**
35. If data is obfuscated / scrambled in non-prod environment using production data, do you use any specific software/tool to perform this exercise? **Yes. Ad-hoc written in Natural.**



36. Through what means are Natural source code and object code migrated between environments and, if applicable, to individual PCs? **The SYSTRAN or SYSOBJH utility in Natural. PC's are excluded.**
37. Have any source code analysis tools been run against the existing project source code? **No.** If so, please share the metrics (lines of code, complexity, programming statement warnings, etc.).
38. Does the current project use a central source code repository such as Git, PVCS, Mercurial, or Software AG source code management tools to coordinate the work of the support staff and programmers? **No.** If so, what repository software is used? Under a suitable NDA, would you provide a copy of that repository or of the source code to the system so that we can review it?  
**No.**
39. Are there any source code modules or libraries or frameworks that are proprietary to the current M&O contractor that cannot be provided to the successful vendor in this procurement if a different company wins the award? If so, please provide sufficient details to analyze the impact of any proprietary software. **No. All code is written in Software AG Natural. Forms are created using Visual Basic.**
40. What system documentation is available for this application? (For example, Software Design document, Software Requirements Specification, Database Design document, Test plans, Test scripts, Configuration Management procedures, Release Management procedures, Defect Management procedures etc.)? Will these documents be available to the new vendor to perform their duties? **Documentation related to the application is available and will be provided to the new vendor.**
41. Please identify all contractor firms who have worked on CSTARS in the past 5 years.  
**Hewlett Packard Enterprises**
42. Do you use automated testing tools that permit tests to be rerun by means of automated scripts? **No.** If so, please identify the tool, and provide a list of such scripts.
43. Is there an estimate of the labor hours or cost required to provide the currently identified "bugs" and enhancements? **No. That would be determined by the winning vendor.** Could we please know the figures?
44. What is your monthly or yearly bill (chargeback) expense for the mainframe time / resources to run this system? **The cost of our Software AG maintenance and support services.**



45. What is the distribution of work on the Development/Maintenance backlog, in hours, each month across the different technologies? **80 – 160 hrs.**
46. What is the distribution of work on support incidents, in hours, each month across the different technologies? **20 – 40 hrs.**
47. How is remote access to the Production system, if applicable, provided in order to respond to support incidents? Are any special products, licenses or facilities required for this, and if so, who bears the costs for these? **Vendor would work with MIS staff and use the vendor or agency tool to provide shared access to the system when needed. No.**
48. Please describe current Adabas database and Natural application backup processes. **Daily backups are taken of the PROD database and stored on the server using a script. Backups older than 3 days are removed from the server. Daily backup of the server is taken and stored on a HDD and tapes.**
49. Is Adabas Protection Log processing active for each of the Production, UAT and Development/Maintenance databases? **Yes.**
50. Are DBA services currently being provided remotely by the current M&O contractor? What remote access method is used? **By request only. VPN.**
51. Are Natural Security administration services currently being provided remotely by the current M&O contractor? What remote access method is used? **No.**
52. Is PCSD current on Software AG product maintenance (technical services)? On AIX maintenance? **Yes. No on AIX.**
53. What is/are the end date(s) for the current Software AG product maintenance (technical services) agreement(s)? **7/31/16**
54. What is/are the age(s) of the current AIX machine(s)? **5 and 7 years.**
55. What scripting language is used for batch application processing? **UNIX**
56. How many production batch jobs are in inventory? **160**
57. What is the approximate number of batch jobs run on a weekly basis? **46**
58. How many open cases does the agency manage today? **7,205**
59. Please provide copies of the following documents: **Time does not permit for all documents to be provided at this time.**



- CSTARS Administrator's Manual
  - CSTARS Online Help (must also be migrated to the CSTARS application)
  - CSTARS Detailed Functional and Technical Design Document
  - CSTARS Logical Data Model and Data Dictionary
60. Please provide the software language tool and version under which the CSTARS application is written. Please provide the name and version of the CSTARS application database.
- Language tool is Software AG Natural 6.1.1 and Visual Basic for the forms. Not sure of the version. Software AG Adabas 5.1.6. is the CSTARS application database
61. Please provide detailed configurations of all existing hardware used to support production environment including Brand, Model, and speed of the CPUs, amount of cores, RAM in GB, Hard Disk space, etc. Also provide versions of the operating systems.
- UNIX Server: IBM Power6 with AIX 6.1, dual core, 1 CPU, 1GB RAM, 300GB HDD  
 Windows Server: IBM X Series 8541-21U, 1 Xeon CPU, dual core, 1GB RAM,  
 PC: IBM ThinkCentre 8183-VYA/VYB, 1 CPU, single core, 2GB RAM, 250GB HDD
62. How many offices does the PCSD have? 2 How many employees work in the department as a whole? 50 Which ones are CSTAR users and what are their responsibilities?
- 6 Child Support Specialist (case worker) – manage the cases of the customers.
  - 2 Customer Service Representatives – perform the intake process with the customer applying for services of the agency.
  - 4 Attorneys – perform the legal matters with the customer and representing customers in hearings.
  - 2 Administrative Hearing Officers (AHO) – administrates the legal amount of child support the Non-Custodial Parent should pay for child support.
  - 2 AHO Assistant – legal assistant assigned to the AHO for the purpose of drafting and entering orders into the CSTARS application.
  - 2 Legal Secretaries – legal assistant assigned to the Attorneys for the purpose of drafting orders for customer's behalf to be filed with the AHO Assistant in preparation for hearing.
  - 2 Process Servers – performs the function of serving summons for non-custodial parents to appear to the child support office for a hearing.
  - 1 Investigator – performs the function of searching for non-custodial parents who needs to be located for child support enforcement.
  - 1 Financial Supervisor – performs the function of approving the batches which contain the monies received for child support payments.
  - 4 Collectors – performs the function of creating batches to enter payments received for child support payments.
  - 1 PCSD Administrator – oversees and privilege access the function of managing the technical and system administration of the CSTARS application
  - 3 Data Processors – perform the function of managing the technical and system administration of the CSTARS application



63. Will the contractor be responsible for providing hardware & software for the training environment? **No.**
64. Does the PCSD currently have equipment available to support remote access to the production environment ? **Yes.**  
If so please describe. **A SSL VPN appliance is used to allow remote access to the environment.**  
If no equipment is available, does the Maintenance Contractor needs to provide such equipment? Please clarify.
65. How many letters and forms are defined in the Mailroom processing application? Please provide examples of each. **The amount of forms and letters are based on the amount of forms defined in the CSTARS application which is around 150-200. The Mailroom application provides a resource where form can be generated in bulk from functions performed by workers and scripts during daily batch processing. As the Territorial Disbursement Unit (TDU), the mailroom is where monies and forms are disbursed and received.**  
**Forms that generate overnight are dumped into the following files which are retrieved from the Mailroom application and generated the following day.**
- **CERML, CWRKR, REGML1, SAO1, SERVC, STT1 and STX1**
66. Are the contractor resources responsible for CSTAR maintenance required to work on-site? **No.**
67. Is the Contractor responsible to provide help desk service for incident reporting? **No.**
68. Are the current hardware, software and network elements currently under maintenance or warranty with the manufacturer? **Hardware and software used to support the CSTARS application, No.**  
**Network elements, the out dated elements are being updated or replaced.**  
If not, please indicate if contractor will be responsible for the costs of providing maintenance contracts to all the equipment's and software components of the application.
69. Would the GVI consider, as part of the proposal, replacing the CSTAR system with another application certified for use in another state? **Yes**
70. Will the contractor will be responsible for the renewing any manufacture maintenance? **No**
71. Can you tell me if this is the email that vendors should send questions to for the above mentioned RFP? **[Latisha.blyden@dpp.vi.gov](mailto:Latisha.blyden@dpp.vi.gov)**
72. Please also confirm the due date and if there is a specific format for the Statement of Qualifications. It only mentions that a name, fax, telephone, address is required. **The due**



date is the date specified in the RFP and No specific format for the Statement of Qualifications is required

73. SOW 4.5.9.3, 4-13 states It is the responsibility of the Vendor to prepare a detailed cross-reference table tracking the Territory requirements identified in this RFP against specific sections of the manufacturers' technical specifications. Absence of this cross-reference will render the proposal non-responsive. Since there is no manufacturer equipment or software in this RFP, can you confirm this does not apply?

SOW 4,5,9,3 is amended to read as follows:

“It is the responsibility of the Vendor to prepare a detailed cross-reference table tracking the Territory requirements identified in this RFP, against CSTARS technical specifications required to operate the application. Absence of this cross reference will render the proposal non-responsive.”